

H & R Block  
5007 N. Davis s Highway  
Pensacola, Florida 32503  
January 21, 2005

Colonel Christopher A. Knight, Director  
2900 Apalachee Parkway  
Tallahassee, Florida 32399-0500

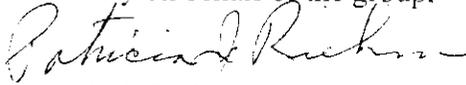
Dear Colonel Knight:

In the early evening of December 1, 2004, Trooper Jason Berger, Troop B stopped to assist us. I was traveling along with six others in a rental van on I 75 when the front tire went flat. The difficulties we encountered were many and unanticipated. Trooper Berger was most helpful throughout the hours it took to get safely back on the road. Floridians expect good service from our Highway Patrol and in this instance Trooper Berger far exceeded that expectation. His courtesy, helpfulness, good humor and kindness were greatly appreciated.

Please forward the enclosed money order to the Gainesville Habitat for Humanity in his honor.

Thank You.

Sincerely on behalf of the group.

  
Patricia J. Riehm

*money order in  
envelope*